

Attachment A-2b

OSS

1. Measurement:
Average FOC/LSC Notice Interval
Definition:
Average time from receipt of a service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).
Exclusions
<ul style="list-style-type: none"><input type="checkbox"/> Excludes non-business days.<input type="checkbox"/> Exclude PIC and LPIC orders.
Business Rules:
<ul style="list-style-type: none"><input type="checkbox"/> The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.<ul style="list-style-type: none">• Business days (M-F, excluding PB/NB official holidays)• Business hours:<ul style="list-style-type: none">Resale/Retail 8 a.m. to 5 p.m.Facility based 8 a.m. to 5 p.m.<input type="checkbox"/> Excludes non-business days.<input type="checkbox"/> Elapsed time calculated in hours.<input type="checkbox"/> Exclude PIC and LPIC orders.<input type="checkbox"/> If UNE and PNP occur on the same service order, UNE used for reporting the measure.<input type="checkbox"/> Report period is calendar month.
Disaggregation:
<ul style="list-style-type: none">• Electronically received/electronically handled• Electronically received/manually handled• Manually received/manually handled• Service Group Type• Interconnection trunks by New and Augment

Calculation:	Report Structure:
<p>Mechanized: Sum ((Date and Time of FOC/LSC) – (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period)</p> <p>Manual: Sum ((Fax Date and Time Returned) – (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period)</p> <p>Held and Denied Interconnection Trunk Requests: Sum (Date Request is Released) – (Date Request is Originally Received) / (Number of Requests Held and Released)</p>	<p>Needs to be reported by:</p> <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC Affiliates
Benchmark:	
<p>Fully electronic flow through: Average 20 minutes Electronically received/manually handled: Average 6 hours Manually received/manually handled: Average 12 hours Interconnection Trunks Standard –</p> <ul style="list-style-type: none"> • Average 7 days (New) • Average 4 days (Augment) • Held and denied requests – average interval (diagnostic only) 	

Provisioning

2a. Measurement:
Percent of Due Dates Missed - POTS
Definition:
Percent of new, move, and change orders where installation was not completed by the due date.
Exclusions
<p>Excludes non-business days</p> <p>Excludes CLEC caused misses.</p> <p>Excludes customer caused misses</p> <ul style="list-style-type: none"> • If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer). • If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Report period is a calendar month <input type="checkbox"/> The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center. <ul style="list-style-type: none"> • Business days (M-F, excluding PB/NB official holidays) • Business hours: <ul style="list-style-type: none"> Resale/Retail 8 a.m.to 5 p.m. Facility based 8 a.m.to 5 p.m. <input type="checkbox"/> Excludes non-business days. <input type="checkbox"/> Excludes CLEC caused misses. <input type="checkbox"/> Excludes end customer caused misses. <input type="checkbox"/> Due date is defined as original due date or final due date if the original due date was missed due to customer reasons. <input type="checkbox"/> Data is to be reported by Field Work/No Field Work <input type="checkbox"/> Results reported by Missed Appointment (MAC) reason codes as diagnostic data. <input type="checkbox"/> "T" orders are considered "New" orders for purposes of the report.
Disaggregation:
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p>POTS Residence/Business</p> <p>Field Work/No Field Work as appropriate</p>

Calculation:	Report Structure:
(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders) x 100	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

2b. Measurement

Percent of Due Dates Missed - Design

Definition:

Percent of new, move, and change orders where installation was not completed by the due date.

Exclusions

Excludes non-business days.

Excludes CLEC caused misses.

Excludes customer caused misses

- If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
- If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).

Business Rules:

- ☐ Report period is a calendar month
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m.to 5 p.m.
 - Facility based 8 a.m.to 5 p.m
- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes end customer caused misses.
- ☐ Due date is defined as original due date or final due date if the original due date was missed due to customer reasons.
- ☐ Results need to be reported by Missed Appointment (MAC) reason codes as diagnostic data.
- ☐ "T" orders are considered "New" orders for purposes of the report.

Disaggregation:	
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p>ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0</p> <p>Field Work/No Field Work as appropriate</p>	
Calculation:	Report Structure:
(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders) x 100	<p>Needs to be reported by:</p> <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

2c. Measurement
Percent of Due Dates Missed - UNE
Definition:
Percent of new, move, and change orders where installation was not completed by the due date.
Exclusions
<p>Excludes non-business days.</p> <p>Excludes CLEC caused misses.</p> <p>Excludes end customer caused misses</p> <ul style="list-style-type: none"> • If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer). • If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
Business Rules:
<ul style="list-style-type: none"> □ Report period is a calendar month. □ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center. <ul style="list-style-type: none"> • Business days (M-F, excluding PB/NB official holidays) • Business hours: <ul style="list-style-type: none"> Resale/Retail 8 a.m.to 5 p.m. Facility based 8 a.m.to 5 p.m. □ Excludes non-business days. □ Excludes CLEC caused misses. □ Excludes end customer caused misses. □ Due date is defined as original due date or final due date if the original due date was missed due to customer reasons. □ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order. □ Data is to be reported by Field Work/No Field Work □ Results need to be reported by Missed Appointment (MAC) reason codes as diagnostic data. □ Subsequent MAC codes need to be retained but not reported. □ "T" orders are considered "New" orders for purposes of the report.

Disaggregation:	
Parity for UNE measured for the following UNEs: 2/4w (8db) analog loop (incl. Coin/analog, PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable) UNE Port-Basic Analog/Coin UNE Port-CENTREX UNE Port-ISDN (BRI) UNE Port-DS1/ISDN-PRI (incl. DS1 line port) UNE Port-PBX DID UNE Dedicated Transport (incl.DS1 and DS3) UNE Platform Interconnection Trunks	Pacific Bell/Nevada Bell Retail POTS - Business (fielded) POTS Business Assured (PBX) ISDN(BRI) ADSL DS1 POTS - Business (fielded) CENTREX CENTREX DS1/ISDN(PRI) PBX DID HICAP (DS1 & DS3) Analogous Retail Service ILEC Dedicated Trunks
Calculation:	Report Structure:
(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders) x 100	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

2d. Measurement	
Average Completion Notice Interval	
Definition:	
Measures the average time per order to issue notification to CLEC of a completed order.	
Exclusions	
<input type="checkbox"/> Excludes weekends and ILEC published holidays. <input type="checkbox"/> Exclude PIC and LPIC orders.	
Business Rules:	
<input type="checkbox"/> Report period is a calendar month. <input type="checkbox"/> 24 hour clock is used to measure interval for all interfaces other than LEX, EDI. <input type="checkbox"/> Excludes weekends and ILEC published holidays. <input type="checkbox"/> Exclude PIC and LPIC orders.	
Disaggregation:	
Fully electronic orders that flow through (LEX, EDI) All interface types	
Calculation:	Report Structure:
Fully Electronic: $\frac{\text{Sum ((Date and Time of Completion Notification to CLEC) - (Date and Time of Work Completion))}}{\text{(Number of Service Orders Completed)}}$	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC Affiliates <input type="checkbox"/> By all interface types.
Benchmark:	
Fully electronic (orders that flow through) (LEX, EDI) - Benchmark Standard: Average 20 minutes All other interfaces Benchmark Standard: 90% within 24 hours (1 business day)	

3a. Measurement
Percentage Troubles in 30 Days for New Orders - POTS
Definition:
Measures the percent of network customer trouble reports received within 30 calendar days of service order completion.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes troubles associated with inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes informational type of requests and other requests (refer to M&P). <input type="checkbox"/> Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure). <input type="checkbox"/> Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet). <input type="checkbox"/> Exclude PIC and LPIC orders.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes troubles associated with inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes informational type of requests and other requests (refer to M&P). <input type="checkbox"/> Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure). <input type="checkbox"/> Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet). <input type="checkbox"/> Exclude PIC and LPIC orders.
Disaggregation:
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p>POTS Residence</p> <p>POTS Business</p>

Calculation:	Report Structure:
(Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move, and change completed orders) x 100	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

3b. Measurement

Percentage Troubles in 30 Days for New Orders - Design

Definition:

Measures the percent of network customer trouble reports received within 30 calendar days of service order completion.

Exclusions

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records)
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.

Disaggregation:	
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p>ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0</p>	
Calculation:	Report Structure:
<p><i>(Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move, and change completed orders) x 100</i></p>	<p>Needs to be reported by:</p> <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
<p>Parity</p>	

3c. Measurement

Percentage Troubles in 30 Days for New Orders - UNE

Definition:

Measures the percent of network customer trouble reports received within 30 calendar days of service order completion.

Exclusions

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.
- ☐ If UNE and PNP occur on the same service order, UNE used for reporting the measure.
- ☐ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

Disaggregation:	
Parity for UNE measured for the following UNEs: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable) UNE Port-Basic Analog/Coin UNE Port-CENTREX UNE Port-ISDN (BRI) UNE Port-DS1/ISDN-PRI (incl. DS1 line port) UNE Port-PBX DID UNE Dedicated Transport (incl. DS1 and DS3) UNE Platform Interconnection Trunks <u>D.</u> PNP (Port out)	Pacific Bell/Nevada Bell Retail POTS - Business POTS Business Assured (PBX) ISDN(BRI) ADSL DS1 POTS - Business CENTREX CENTREX DS1/ISDN(PRI) PBX DID HICAP (DS1 & DS3) Analogous Retail Service ILEC Dedicated Trunks (Issue still to be resolved)
Calculation:	Report Structure:
(Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move, and change completed orders) x 100	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

4a. Measurement

Average Completed Interval - POTS

Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

Exclusions

- ☐ Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
 - **If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).**
 - **If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).**
- ☐ **Exclude PIC and LPIC orders.**

Business Rules:

- ☐ **Report period is a calendar month.**
- ☐ **The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.**
 - **Business days (M-F, excluding PB/NB official holidays)**
 - **Business hours:**
 - Resale/Retail 8 a.m.to 5 p.m.**
 - Facility based 8 a.m.to 5 p.m.**
 - Excludes non-business days.**
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
 - **If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).**
 - **If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer). Exclude PIC and LPIC orders.**
- ☐ *By field work/no field work.*

Disaggregation:	
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p>POTS Residence POTS Business</p> <p>Field work/no field work as appropriate</p>	
Calculation:	Report Structure:
Total business days from receipt of valid error-free service request to completion date in service order system for new, move and change orders / total new, move and change orders.	<p>Needs to be reported by:</p> <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

4b. Average Completed Interval

Average Completed Interval - Design

Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

Exclusions

- ☐ Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
 - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
 - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC order

Business Rules:

- ☐ Report period is a calendar month
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m.to 5 p.m.
 - Facility based 8 a.m.to 5 p.m.
 - Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
 - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
 - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.

Disaggregation:	
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p>ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0</p>	
Calculation:	Report Structure:
Total business days from receipt of valid error-free service request to completion date in service order system for new, move and change orders / total new, move and change orders.	<p>Needs to be reported by:</p> <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

4c. Measurement

Percent Completed Within Standard Interval - UNE

Definition:

Measures percent of orders completed within the standard interval of receipt of valid, error-free service request.

Exclusions

- ☐ Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
 - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
 - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m.to 5 p.m.
 - Facility based 8 a.m.to 5 p.m.
 - Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
 - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
 - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.
- ☐ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

Disaggregation:	
Parity for UNE measured for the following UNEs:	Pacific Bell/Nevada Bell Retail
2/w wire 8db analog (incl Coin/analog PBX)	POTS Business (fielded)
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop(ISDN capable)	ISDN(BRI)
2w digital loop(xDSL capable)	ADSL
4w digital loop (1.544Mbps capable)	DS1
UNE Port-Basic Analog/Coin	POTS - Business (fielded)
UNE Port-CENTREX	CENTREX
UNE Port-ISDN (BRI)	CENTREX
UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)
UNE Port-PBX DID	PBX DID
UNE Dedicated Transport (incl.DS1 and DS3)	HICAP (DS1 & DS3)
UNE Platform	Analogous Retail Service
Interconnection Trunks	ILEC Dedicated Trunks
Calculation:	Report Structure:
(Total New, Move and Change Orders Completed Within the Standard Interval of Receipt of Valid Error-free Service Request) / (Total New, Move and Change Orders) x 100	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

5a. Measurement	
Delay Order Interval to Completion Date (For Lack of Facilities) - POTS	
Definition:	
Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.	
Exclusions	
<input type="checkbox"/> Excludes non-business days. <input type="checkbox"/> Excludes CLEC caused misses. <input type="checkbox"/> Excludes customer caused misses.	
Business Rules:	
<input type="checkbox"/> Report period is a calendar month. <input type="checkbox"/> The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center. <ul style="list-style-type: none"> • Business days (M-F, excluding PB/NB official holidays) • Business hours: <ul style="list-style-type: none"> Resale/Retail 8 a.m.to 5 p.m. Facility based 8 a.m.to 5 p.m. <input type="checkbox"/> Excludes non-business days. <input type="checkbox"/> Excludes CLEC caused misses. <input type="checkbox"/> Excludes customer caused misses. <ul style="list-style-type: none"> • If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer). • If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer). <input type="checkbox"/> Data is to be reported by Service Group Type. <input type="checkbox"/> POTS field work/no field work. <input type="checkbox"/> Disaggregated by 1 – 30 days, 31 – 90 days and +90 days. <input type="checkbox"/> Use calendar days for this measurement. <input type="checkbox"/> Results need to be reported by Missed Appointment (MAC) reason codes.	
Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are: POTS Residence POTS Business	
Calculation:	Report Structure:

Sum (Completion Date – Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed Due to Lack of ILEC Facilities in the Reporting Period)	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

5b. Measurement

Delay Order Interval to Completion Date (For Lack of Facilities) - Design

Definition:

Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.

Exclusions

- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.

Business Rules:

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m.to 5 p.m.
 - Facility based 8 a.m.to 5 p.m.
- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.
 - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
 - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Data is to be reported by Service Group Type.
- ☐ Disaggregated by 1 – 30 days, 31 – 90 days and +90 days.
- ☐ Use calendar days for this measurement.
- ☐ Results need to be reported by Missed Appointment (MAC) reason codes.

Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are: ISDN CENTREX PBX DDS DS1 DS3 VGPL/DS0	
Calculation:	Report Structure:
Sum (Completion Date – Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed Due to Lack of ILEC Facilities in the Reporting Period)	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

5c. Measurement

Delay Order Interval to Completion Date (For Lack of Facilities) - UNE

Definition:

Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.

Exclusions

- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.

Business Rules:

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m.to 5 p.m.
 - Facility based 8 a.m.to 5 p.m.
- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes customer caused misses.
 - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
 - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Data is to be reported by Service Group Type.
- ☐ POTS field work/no field work .
- ☐ Disaggregated by 1 – 30 days, 31 – 90 days and +90 days.
- ☐ Use calendar days for this measurement.
- ☐ Results need to be reported by Missed Appointment (MAC) reason codes.
- ☐ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

Disaggregation:	
Parity for UNE measured for the following UNEs:	Pacific Bell/Nevada Bell Retail
2/w wire 8db analog (incl Coin/analog PBX)	POTS Business (fielded)
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop(ISDN capable)	ISDN(BRI)
2w digital loop(xDSL capable)	ADSL
4w digital loop (1.544Mbps capable)	DS1
UNE Port-Basic Analog/Coin	POTS - Business (fielded)
UNE Port-CENTREX	CENTREX
UNE Port-ISDN (BRI)	CENTREX
UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)
UNE Port-PBX DID	PBX DID
UNE Dedicated Transport (incl.DS1 and DS3)	HICAP (DS1 & DS3)
UNE Platform	Analogous Retail Service
Interconnection Trunks	ILEC Dedicated Trunks
Calculation:	Report Structure:
Sum (Completion Date – Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed Due to Lack of ILEC Facilities in the Reporting Period)	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

6. Measurement	
Average Completed Interval – (DSL)	
Definition:	
Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.	
Exclusions	
<input type="checkbox"/> Excludes non-business days. <input type="checkbox"/> Excludes customer requested due dates other than interval offered and orders delayed for customer reasons. <input type="checkbox"/> Exclude PIC and LPIC orders.	
Business Rules:	
<input type="checkbox"/> Report period is a calendar month. <input type="checkbox"/> The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center. <ul style="list-style-type: none"> • Business days (M-F, excluding PB/NB official holidays) • Business hours: <ul style="list-style-type: none"> Resale/Retail 8 a.m.to 5 p.m. Facility based 8 a.m.to 5 p.m. <input type="checkbox"/> Excludes non-business days. <input type="checkbox"/> Excludes customer requested due dates other than interval offered and orders delayed for customer reasons. <ul style="list-style-type: none"> • If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer). • If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer). <input type="checkbox"/> Exclude PIC and LPIC orders. <input type="checkbox"/> XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.	
Disaggregation:	
Parity for UNE measured for the following UNEs:	Pacific Bell/Nevada Bell Retail
2w digital loop(xDSL capable)	ADSL
Calculation:	Report Structure:

Total business days from receipt of valid error-free service request to completion date in service order system for new, move and change orders / total new, move and change orders.	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

7. Measurement	
Average Response Time for Loop Make-Up Information –(New)	
Definition:	
The average time required to provide loop qualification for ADSL	
Exclusions	
None	
Business Rules:	
The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.	
Disaggregation:	
ADSL or other DSL as determined by the Public Utility Commission.	
Calculation:	Report Structure:
Sum (Data and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualification	CLEC, All CLECs and Pacific Bell/Nevada Bell.
Benchmark:	
Parity	

Maintenance

8a. Measurement	
Percentage of Customer Trouble not Resolved within Estimated Time - POTS	
Definition:	
Measures the percent of trouble reports not cleared by the commitment time.	
Exclusions	
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. 	
Business Rules:	
<ul style="list-style-type: none"> <input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Report by dispatch/no dispatch. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. 	
Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are:	
POTS Residence	
POTS Business	
Calculation:	Report Structure:
(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

8b. Measurement
Percentage of Customer Trouble not Resolved within Estimated Time - UNE
Definition:
Measures the percent of trouble reports not cleared by the commitment time.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Report by dispatch/no dispatch. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

Disaggregation:	
Parity for UNE measured for the following UNEs:	Pacific Bell/Nevada Bell Retail
2/w wire 8db analog (incl Coin/analog PBX)	POTS Business (fielded)
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop(ISDN capable)	ISDN(BRI)
2w digital loop(xDSL capable)	ADSL
4w digital loop (1.544Mbps capable)	DS1
UNE Port-Basic Analog/Coin	POTS - Business (fielded)
UNE Port-CENTREX	CENTREX
UNE Port-ISDN (BRI)	CENTREX
UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)
UNE Port-PBX DID	PBX DID
UNE Dedicated Transport (incl.DS1 and DS3)	HICAP (DS1 & DS3)
UNE Platform	Analogous Retail Service
Interconnection Trunks	ILEC Dedicated Trunks
Calculation:	Report Structure:
(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

9a. Measurement	
Frequency of Repeat Troubles in 30 Day Period - POTS	
Definition:	
Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.	
Exclusions	
<input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports . <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Business Rules:	
<input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type, SGT • NXX Code Opening Troubles <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are: POTS Residence POTS Business	
Calculation:	Report Structure:
(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

9b. Measurement	
Frequency of Repeat Troubles in 30 Day Period - Design	
Definition:	
Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.	
Exclusions	
<input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Business Rules:	
<input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type, SGT • NXX Code Opening Troubles <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are: ISDN CENTREX PBX DDS DS1 DS3 VGPL/DS0	
Calculation:	Report Structure:

<p>(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100</p>	<p>Needs to be reported by:</p> <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
<p>Benchmark:</p>	
<p>Parity</p>	

9c. Measurement	
Frequency of Repeat Troubles in 30 Day Period - UNE	
Definition:	
Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.	
Exclusions	
<input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Business Rules:	
<input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type, SGT (including PNP) • NXX Code Opening Troubles <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes troubles associated with inside wiring. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.	
Disaggregation:	
Parity for UNE measured for the following UNEs: 2/4w (8db) analog loop 2/4w (5.5 db) assured analog loop 2w digital loop (ISDN) 2w digital loop (xDSL) 4w digital loop (ISDN PRI) UNE Port – Basic Analog UNE Port – CENTREX UNE Port – PBX DID UNE Port – ISDN (BRI) UNE Port – DS1/ISDN (PRI) UNE Dedicated Transport UNE Platform Interconnection Trunks (no-dispatch) PNP - Port Out	Pacific Bell/Nevada Bell Retail POTS-Business (Fielded) POTS Business Assured (PBX) ISDN(BRI) ADSL DS1 POTS-Business (no-dispatch) CENTREX PBX DID CENTREX DS1/ISDN(PRI) HICAP (DS1 & DS3) Analogous Retail Service ILEC Dedicated Trunks (Issue still to be resolved)

Calculation:	Report Structure:
(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	

10a. Measurement
Average Time to Restore - POTS
Definition:
Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Exclusions
<ul style="list-style-type: none"> <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes tickets with a duration of 720/+ hours. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> Excludes informational type of requests and other requests.
Business Rules:
<ul style="list-style-type: none"> <input type="checkbox"/> Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. <input type="checkbox"/> Needs to be reported by: <ul style="list-style-type: none"> • service group type • NXX Code Opening Troubles <input type="checkbox"/> By dispatch and no dispatch. <input type="checkbox"/> Excludes CPE and IEC/CLEC caused troubles. <input type="checkbox"/> Excludes Subsequent reports. <input type="checkbox"/> Excludes Message Reports (circuit reports for which ILEC has no records). <input type="checkbox"/> Excludes Message Covers. <input type="checkbox"/> Excludes inside wire. <input type="checkbox"/> Excludes tickets with a duration of 720/+ hours. <input type="checkbox"/> Excludes ILEC employee generated reports. <input type="checkbox"/> Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. <input type="checkbox"/> Excludes informational type of requests and other requests.
Disaggregation:
<p>Comparison for Resale is analogous Retail product. Products included are:</p> <p style="padding-left: 40px;">POTS Residence</p> <p>POTS Business</p>

Calculation:	Report Structure:
(Total duration of customer network trouble reports) / (Total customer network trouble reports)	Needs to be reported by: <ul style="list-style-type: none"> • CLEC • CLECs in the aggregate • ILEC • ILEC Affiliates
Benchmark:	
Parity	